

ABOUT US



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**



San Mateo Medical Center is an essential community hospital and clinic system for the most vulnerable and underserved people in San Mateo County.



We provide integrated medical, dental, specialty, OB/GYN, and behavioral health services in multiple clinics and health centers throughout the county.

As a key provider for the Health Plan of San Mateo, San Mateo Medical Center is the medical home to 58,000 children, youth, and adults.

We operate a fully accredited acute care 167-bed hospital that provides a range of services including emergency, psychiatric, surgical, rehabilitation, ancillary, and skilled nursing. We also oversee the operation of Burlingame Long-Term Care which provides skilled nursing to 281 residents.

San Mateo Medical Center strives to be a high quality, high value provider of choice. We do this by focusing on education and prevention, integrating physical and mental health services, and offering patients the care they need, when they need it. We partner with our patients to ensure their voices, recommendations, and needs are part of our care delivery and improvement efforts.

We are proud to have been recognized as a Top Performer on Key Quality Measures by the Joint Commission, the leading accreditor of health care organizations in the United States.

www.smchealth.org/smmc

Updated 9/2022

TRUE NORTH



OUR VISION

Every patient will live their healthiest life.

OUR MISSION

We partner with our community to provide excellent healthcare for patients, including those experiencing social, environmental, or economic challenges.

OUR VALUES

We commit to **equity**.

We include and prioritize the voices, experiences, interests, and needs of those who are most impacted by social injustices.

We seek **collaboration**.

We pursue meaningful partnerships with patients, peers, and community members to achieve shared goals.

We embrace **learning**.

We are dedicated to continuous improvement and invested in the growth of ourselves and one another.

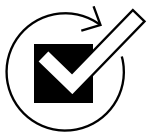
We inspire **trust**.

We are reliable, display integrity, follow through on our promises, and create safe spaces for all.

We nurture **ownership**.

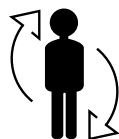
We are empowered to focus on achieving the best outcomes for patients, taking pride in the work we do.

OUR GOALS



Excellent Care

We partner with patients to achieve their health goals by providing safe, integrated, evidence-based care.



Patient Experience

We practice cultural humility and focus on what matters most to our patients and their families; partnering with them to provide compassionate care.



Staff Engagement

We foster professional fulfillment and a culture of wellness and belonging so we can be at our best to serve the community we love.



Access to Care

We make sure every patient gets the care they need, when, how, and where they need it.



Financial Stewardship

We optimize the use of all resources to deliver high value care in a financially responsible manner.

66,844
UNIQUE PATIENTS

58,000
are Health Plan of San Mateo members

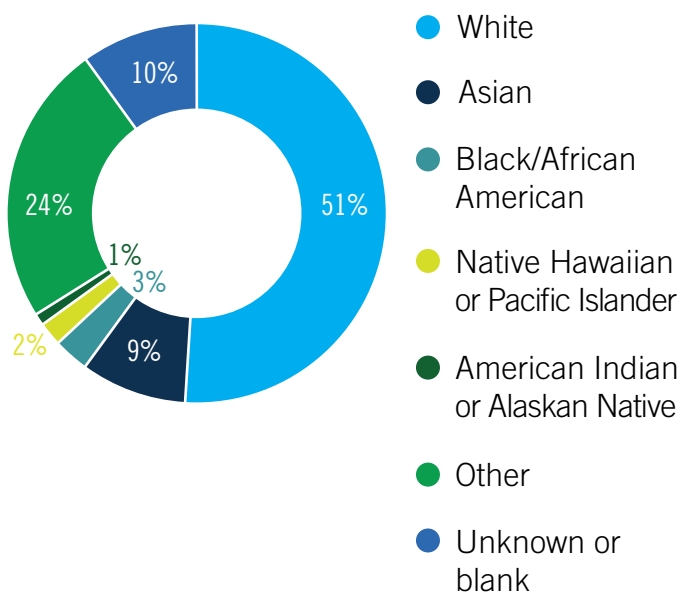
8,000
Seniors

38,000
Adults

12,000
Pediatrics

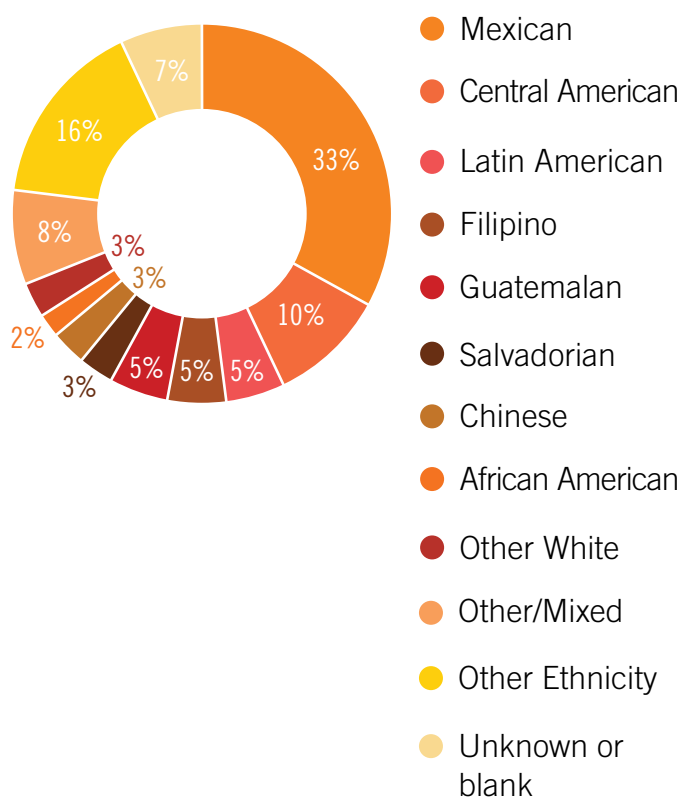
RACE

Race refers to how society groups people based on their **physical traits**.

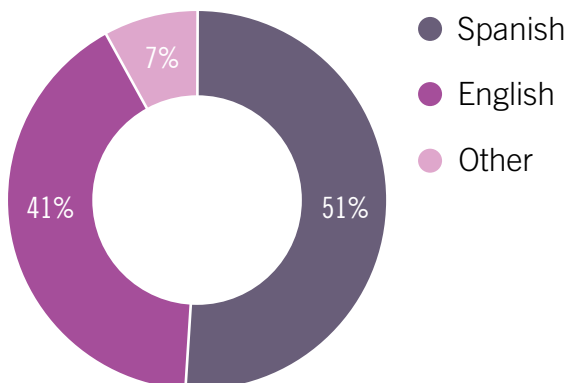


ETHNICITY

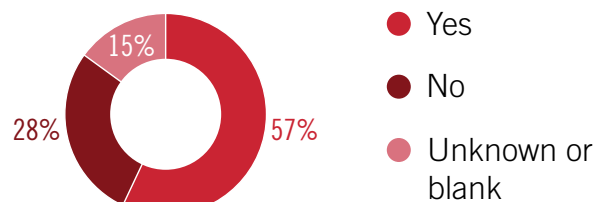
Ethnicity refers to how society groups people based on a **shared heritage**.



PRIMARY LANGUAGE



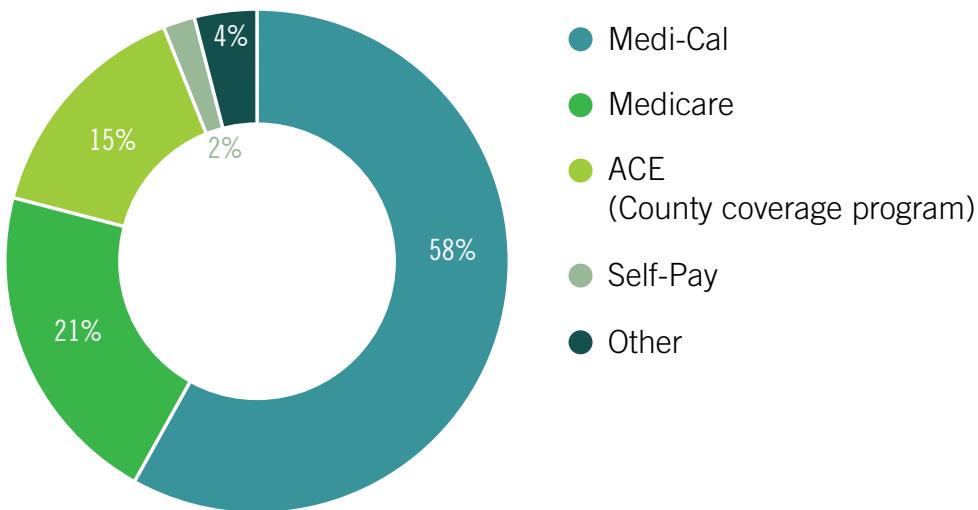
Hispanic, Latinx or Spanish origin?



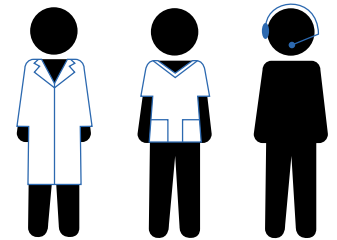
Race, ethnicity, and language data is based on all patients who used services in the past 18 months.

DATA (2020/2021)

PAYOR MIX



STAFF

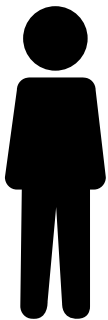


1,147 Employees

444 Contracted Providers

1,591 TOTAL

ANNUAL VOLUMES



Patients admitted to hospital: **2,100**

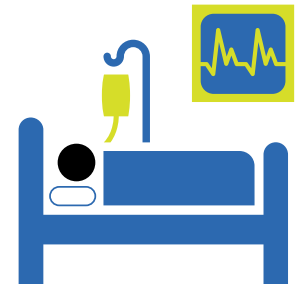
Patients admitted to Inpatient Psychiatry: **170**

Patient visits to Emergency Department: **31,642**

Patient visits to Psychiatric Emergency Services: **2,529**

Unique visits to all ambulatory clinics: **298,541**

LICENSED BEDS



7 ICU

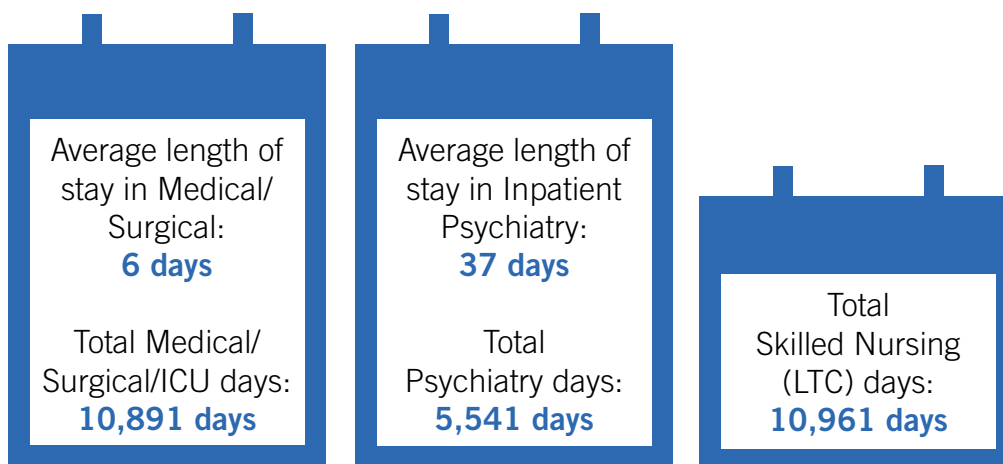
62 Medical Surgical

64 Skilled Nursing

34 Inpatient Psychiatry

281 Burlingame
Long Term Care
(skilled nursing)

448 TOTAL



SERVICES

AMBULATORY CARE

- Adult Clinics
 - » Includes OB/GYN and Dental Care
- Integrated Behavioral Health Services
- Medical / Surgical Specialty Clinics
- Pediatric Clinics
 - » Includes Dental Care
- Senior Care Center
- Teen Clinics (primary care)

MEDICAL / SURGICAL ACUTE CARE

- Emergency
- Infusion Center
- Intensive Care Unit
- Keller Center for Family Violence Intervention
- Medical / Surgical Inpatient Units
- Skilled Nursing Units
- Short Stay Surgical Unit

PSYCHIATRIC ACUTE CARE

- Emergency Services
- Inpatient Units

ANCILLARY SERVICES

- Dietary
- Laboratory
- Pharmacy
- Radiology
- Respiratory
- Rehabilitation
 - » Audiology
 - » Creative Arts & Recreational Therapy
 - » Occupational Therapy
 - » Physical Therapy
 - » Speech Therapy

Chronic Disease Management

Our primary care clinics offer team-based care for adults, teens, and children using the Chronic Care Model, which focuses on coordinated care, health promotion, and education.

Pediatric Care

We provide comprehensive health care for infants and children, including newborn physicals, asthma care, immunizations, and weight and nutrition guidance. We work closely with private hospitals to coordinate delivery and follow-up care.

Teen and Young Adult Care

In partnership with local school districts, we offer easy-access primary care for youth ages 12-25. Co-location on a school campus reduces barriers for confidential services such as birth control and mental health services.

Integrated Behavioral Health

We embed behavioral health services in our primary care clinics to help patients maintain a healthy lifestyle, overcome emotional struggles, and cope with day-to-day challenges. Our team screens for and treats a range of conditions including depression, anxiety, trauma, stress, substance use and other addictive behaviors.

Ron Robinson Senior Care Center

We provide interdisciplinary primary care for seniors ages 60 and older, including complete outpatient care focused on physical, mental, social, and lifestyle health. Patients can receive care in the clinic or in their home, if needed.

Keller Center for Family Violence Intervention

This nationally recognized center offers comprehensive forensic medical exams, crisis intervention, forensic interviews, and coordination of community services for victims of sexual assault, physical and sexual abuse, domestic violence, and elder/dependent adult abuse.

Pain Management Clinic

Our interdisciplinary team works collaboratively with the patient, taking a more holistic approach to pain management. We use the "functional restoration" model, which focuses on helping patients manage the impact of pain and improve their quality of life.

Patient treatment plans may include intensive case management, medication management, physical, occupational, and aquatic therapy, psychotherapy, and addiction referrals.

LOCATIONS

NORTH COUNTY CLINICS

① Daly City Health Center

380 90th Street, Daly City, CA 94015

(650) 301-8600

adult and pediatric primary care, obstetrics, dental, podiatry, mental health services

② Daly City Youth Health Center

350 90th Street, 3rd Floor, Daly City, CA 944015

(650) 877-5700

primary care for teens and young adults ages 12 to 25

③ South San Francisco Clinic

306 Spruce Avenue, South San Francisco, CA 94080

(650) 877-7070

adult and pediatric primary care, optometry, podiatry

MID COUNTY CLINICS

④ Coastside Clinic

225 South Cabrillo Highway, Ste. 200A,

Half Moon Bay, CA 94019

(650) 573-3941

adult and pediatric primary care, obstetrics, dental, mental health

⑤ San Mateo Campus Clinics

222 West 39th Avenue, San Mateo, CA 94403

adult and pediatric primary care, obstetrics, dental, mental health, specialty care

Dental Clinic(650) 573-3982

Innovative Care Clinic

(Adult primary care)(650) 573-3702

OB/GYN Clinic(650) 573-3702

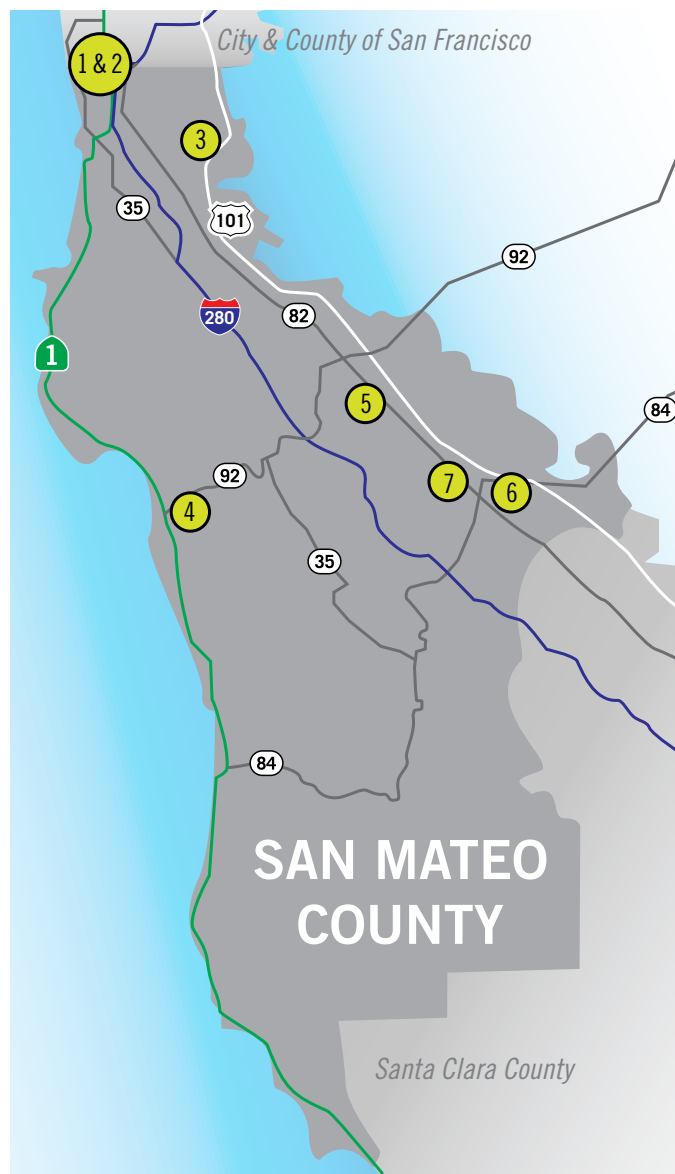
Pediatrics Clinic(650) 573-3702

Ron Robinson Senior Care Center ... (650) 573-2426

Specialty Clinic - Medical(650) 573-3982

Specialty Clinic - Surgical(650) 573-3982

*San Mateo Medical Center operates a **hospital and seven clinics** throughout San Mateo County.*



SOUTH COUNTY CLINICS

⑥ Fair Oaks Health Center

2710 Middlefield Road, Redwood City, CA 94063

(650) 578-7141

adult and pediatric primary care, obstetrics, optometry, dental, podiatry, mental health

⑦ Sequoia Teen Wellness Center

200 James Avenue, Redwood City, CA 94062

(650) 366-2927

primary care for teens and young adults ages 12 to 25

LEADERSHIP

SENIOR LEADERSHIP TEAM



Chester Kunnappilly, MD
Chief Executive Officer



Robert Blake, RN, MBA
Chief Operating Officer



Carlton Mills, RN, MSN
Chief Nursing Officer



Yousef Turshani, MD
Chief Medical Officer



Alpa Sanghavi, MD
*Chief Quality and
Patient Experience Officer*



**David McGrew, CPA, CHFP,
CRCR**
Chief Financial Officer

MEDICAL EXECUTIVE COMMITTEE

Steve Hassid, MD
Chief of Staff

Brita Almog, MD
Vice Chief of Staff

Gordon Mak, MD
Treasurer

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Vice Chair: Vacant

Medicine
Chair: Suja Georgie, MD
*Vice Chair: Abhishek Gowda,
MD*

Primary Care
Chair: Mithu Tharayil, MD
Vice Chair: Allen Tong, MD

Psychiatry
Chair: Katalin Szabo, MD
Vice Chair: Vacant

Surgery
Chair: Scott Lock, MD
Vice Chair: Ken Fong, MD

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Sonia Ter Kuile, MD
Scott Oesterling, MD
Zachary Plaut, MD
**Tiffany Leung Tsurudome,
DDS**

Affiliate Staff
Cama Lock, PA
**Sara Okabayashi-Williams,
NP**

Ex-Officio
Chester Kunnappilly, MD
CEO
Yousef Turshani, MD
CMO

LEADERSHIP

HOSPITAL BOARD OF DIRECTORS

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*Board of Supervisors,
San Mateo County*

Louise Rogers

*Chief,
San Mateo County Health*

Brita Almog, MD

*Vice Chief of Staff,
San Mateo Medical Center*

David Canepa

*Board of Supervisors,
San Mateo County*

Chester Kunnappilly, MD

*Chief Executive Officer,
San Mateo Medical Center*

Dr. Gordon Mak

*Medical Executive
Committee Treasurer,
San Mateo Medical Center*

Mike Callagy

*County Executive Officer,
San Mateo County*

Steve Hassid, MD

*Chief of Staff,
San Mateo Medical Center*

Deborah Torres

Community Member

